

**Surveillance Activity Checklist (SAC)
For Contractor Engineering Technical Services (CETS) to Support Corrosion Control on Various
Weapon Systems And Equipment.
01 October 2015**

1. Purpose

This Surveillance Activity Checklist (SAC) is a Government developed and applied document used to ensure systematic quality assurance methods in the administration of the Level of Effort (LOE) services under the planned contract. The intent is to ensure that the Contractor performs in accordance with the performance metrics and the Government receives the quality of services called for in the contract.

The Naval Air Systems Command, Naval Air Technical Data and Engineering Service Center, (NATEC), San Diego, CA requires Contractor Field Services (CFS) for the Contractor Engineering Technical Services (CETS) program to include on and off -site proficiency training, technical guidance and advice to resolve problems related to Corrosion Control on all aircrafts listed, in the Statement of Work (SOW).

This requirement will be met by issuing task orders with SOW's. The contract will be for a five year period of performance. A properly executed SAC will assist the Government in achieving the objectives of this procurement.

2. Authority

Authority for issuance of this SAC is provided by Section E - Inspection and Acceptance, which provides for inspection and acceptance of the services and documentation called for in Task Orders, to be executed by the Contracting Officer or a duly authorized representative.

3. Scope

To fully understand the roles and responsibilities of the parties, it is important to first define the distinction in terminology between Quality Control Plan and the SAC. The Contractor, and not the Government, is responsible for management and quality control actions necessary to meet the quality standards set forth by the contract.

The SAC on the other hand, is put in place to provide Government surveillance oversight of the Contractor's efforts to assure that they are timely, effective and are delivering the results specified in the contract and documented in the Quality Management Plan.

4. Government Resources

The following definitions for Government resources are applicable to this plan:

Contracting Officer - A person duly appointed with the authority to enter into (Procuring Contracting Officer) (PCO) or administer (Administrative Contracting Officer) (ACO) contracts and makes related determination and findings on behalf of the Government. The PCO for this contract is [REDACTED] b6 [REDACTED], NAVAIR Code 254220D. The ACO will be designated upon award of the resulting contract. Contracting Officers are designated via a written warrant, which sets forth limitations of authority.

Contracting Officer's Representative (COR) - An individual appointed in writing by the PCO to act as their authorized representative to assist in administering the contract. The COR will be appointed upon

award of the resulting contract. The limitations of authority are contained in a written letter of appointment.

Technical Assistant (TA) – An individual appointed by the Director of NATEC or its designee to provide technical assistance and support to the COR in the administration of the assigned contract(s).

5. Responsibilities

The following Government resources shall have responsibility for the implementation of this SAC:

Contracting Officer – The Contracting Officer ensures performance of all necessary actions for effective contracting, ensures compliance with the terms of the contract and safeguards the interests of the United States in the contractual relationship. It is the Contracting Officer that ensures assures the Contractor receives impartial, fair and equitable treatment under the contract. The Contracting Officer is ultimately responsible for the final determination of the adequacy of the Contractor's performance.

Contracting Officer's Representative (COR) – The COR is responsible for technical administration of the contract and ensures proper Government surveillance of the contractor's performance. The COR is not empowered to make any contractual commitments or to authorize any changes on the Government's behalf. Any changes that the Contractor deems may affect contract price, terms or conditions shall be referred to the Contracting Officer for action.

Technical Assistant (TA) – The TA is responsible for documenting performance of CETS tasks and authenticates Certificate of Service (COS). The TA assists the COR in executing the assigned inspection and monitoring duties; however, TA may not provide any technical direction that conflicts with the terms and conditions of the contract nor clarify question for contractor without obtaining approval from the COR.

6. Methods of QA Surveillance

Enclosure (1), shall be used by the COR in the execution of this SAC. The form to be used for documentation of quality assurance surveillance for the semiannual reviews is the Surveillance Activity Checklist is provided in Enclosure (1). Enclosure (2) will be provided by the Contractor monthly to the COR and Enclosure (3) will be provided by the Customer monthly to the COR. These two documents will be utilized as methods of surveillance for the effort.

7. Surveillance

Enclosure (1) will be provided to the Contractor on a semi-annual basis, as feedback on their performance of the services provided under this contract while enclosure (2) provides a Certificate of Service (COS) template which is to be completed monthly by the Contractor and signed by the TA for each task order as required in the Statement of Work paragraph 3.5.5. Enclosure (3) is a Contractor Performance Evaluation Survey template that will be completed monthly by the Customer in order to provide feedback on the Contractor's performance to the COR.

8. Documentation

In addition to providing the semi-annual reports to the Contracting Officer, the COR will maintain a complete Quality Assurance file. The file will contain copies of all reports, evaluations, recommendations, and any actions related to the Government's performance of the quality assurance function, including the originals of the Quality Assurance Checklist and the COS. All such records will be maintained for the life of the contract. The COR shall forward these records, except for the COS, to

the Contracting Officer semi-annually to ensure surveillance is occurring and performance is satisfactory. The COR shall forward all records to the Contracting Officer at termination or completion of the contract

9. Enclosures

Enclosure (1) Surveillance Activity Criteria and Checklist

Enclosure (2) Certificate of Service (COS)

Enclosure (3) Contractor Performance Evaluation Survey

Surveillance Activity Criteria and Checklist

All Task Orders will be assessed on the following:

Quality of Service – Assess the Contractor’s product quality is accurate, complete and meets the contract requirements, specifications, and standards. Assess the Contractor’s methodologies and technical performance/products are in accordance with commonly accepted technical or professional standards, and reflect complete understanding of the PWS and program objects. Assess how successfully the Contractor meets program quality.

Schedule – Assess the Contractor’s adherence to the required delivery schedule by assessing the Contractor’s progress in relation to meeting scheduled milestone events during the assessment period that contribute to or affect the program’s schedule. Assess all schedule delays, causes for the delays and the Contractor’s corrective action plan. Determine if schedule impact is Government or contractor caused delay. If the delay is caused by the Government, contractor’s evaluation rating will not be reflected negatively.

Cost Control – Assess the Contractor’s incurred cost and hours are consistent with the value of services and products received by the Government. For Task Orders where the level of effort and cost was based on a Contractor’s proposal, the relationship of these estimates to actual cost will be assessed. Assess the vouchers to verify that the funding and costs are accurate and complete and submitted in accordance with contract requirements. Assess any Contractor innovative cost saving solutions. Assess the Contractor’s effectiveness in forecasting, managing and controlling contract cost. If the Contractor is experiencing cost growths, assess the causes and contractor-proposed solutions for the cost overruns.

Management - Assess the Contractor’s reasonable and cooperative behavior, effective business relations, and customer satisfaction. Assess the Contractor’s effectiveness and efficiency of managing personnel in response to changing priorities, as well as matching personnel qualifications to requirement tasking. Assess the timeliness, completeness and quality of problem identification, resolution, and corrective actions plans.

The evaluation ratings are as follows:

Exceptional – Performance meets contractual requirements and exceeds many to the Government’s benefit. The contractual performance of the tasks being assessed was accomplished with few minor problems for which corrective actions taken by the Contractor were highly effective.

Very Good – Performance meets contractual requirements and exceeds some to the Government’s benefit. The contractual performance of the tasks being assessed was accomplished with some minor problems for which corrective actions taken by the Contractor were effective.

Satisfactory – Performance meets contractual requirements. The contractual performance of the tasks contains some minor problems for which corrective actions taken by the Contractor were satisfactory.

Marginal – Performance does not meet contractual requirements. The contractual performance of the tasks being assessed reflects a serious problem for which the Contractor has not yet identified corrective actions. The Contractor’s proposed actions were only marginally effective or were not fully implemented.

Unsatisfactory – Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the tasks contains a serious problem(s) for which the Contractor's actions were ineffective.

SURVEILLANCE ACTIVITY CHECKLIST

Semi Annual (six months and 12 months) Assessments shall be performed by the COR and documented using the Surveillance Activity Checklist below, in conjunction with information obtained from the Contractor Performance Evaluation Surveys, NATEC Monthly COS, the ELAR system, and any required Technical Training Materials and/or CDRL for the month as described in the contract SOW and this CSP.

Ensure one assessment is provided for each Task/Technical Representative.

Task Description	Surveillance Method/Measure	Date Planned	Date Completed	Quality of Service	Schedule	Cost Control	Management
General Requirements IAW SOW Para 3.1: provide support and the required locations, follow Security classifications up to the Secret level as necessary, maintenance level supported at Organizational (O) and Intermediate (I), Depot (D), develop technical skills of military and civilian personnel, safety precautions are taken in all training and support provided, and the Contractor provides qualified, skilled, and knowledgeable personnel	Customer Feedback, Electronic Local Assistance Request (ELAR)/Customer Relationship Management (CRM), Monthly & Annual Review 100% inspected by COR, TA and/or TA's and customer feedback.						
Supported Programs, Disciplines, and System/Subsystems IAW SOW Para 3.2: provide CETS for the aviation programs, systems and equipment supported to include all disciplines on each platform as required by 3.2.3	100% inspected by COR, TA and/or TA's, customer feedback and ELAR/CRM						
Technical Training IAW SOW Para 3.3: provide technical trainings, demonstrations, and briefings to Navy, Marine Corps, and civilian personnel	100% Review of Training, Monthly & Annual Review, Customer feedback, ELAR/CRM						
Technical Advice/Support IAW SOW Para 3.4: provide on-site technical assistance, advice, research, analysis, and recommend changes to existing weapons systems/equipment operation and maintenance; document daily work in the CRM system; and document any deficiencies in accordance with the Naval Aviation Maintenance Discrepancy	100% inspected by COR, TA and/or TA's, customer feedback and ELAR/CRM						

Reporting Program (NAMDRP)							
Special Requirements LAW SOW 3.5: provide employees at each assigned location who is ready for tasking to any worldwide location, hold an active account on the NATEC Web Site and maintain a current account on the ELAR Remedy server, return Common Access Cards (CAC) and other credentials to NATEC upon exiting a task, complete the Certificate of Service (COS) for each task as specified in the SOW; prepare a monthly performance and cost report, and provide a progress and status report for each SF1034 in accordance with NAVAIR Clause 5252.242-9517	100% inspected by COR, TA and/or TA's, customer feedback and ELAR/CRM						
Training Materials, CDRL A001	100% Inspection by COR or as designated by COR						
Briefing Materials, CDRL A002	100% Inspection by COR or as designated by COR						
Course conduct Information Package, CDRL A003	100% Inspection by COR or as designated by COR						
Failure Summary and Analysis Report, CDRL A004	100% Inspection by COR or as designated by COR						
Performance and Cost Report, CDRL A005	100% Inspection by COR or as designated by COR						
TOTAL							

Any rating above Satisfactory should be supported. Please provide support information that demonstrates the contractor's performance as being above Satisfactory below:

Any rating below Satisfactory should be supported by providing information as to what or why the performance was below Satisfactory in the paragraph below:

CERTIFICATE OF SERVICE													
1. CONTRACTOR			2. CONTRACT NO.			3. REPRESENTATIVE (LAST, FIRST, M.I.)			4. SIGNATURE		5. DATE		
6. TASK PERMANENT DUTY SITE			8. PERIOD OF CERTIFICATION			9. NON-SERVICE DAYS		10. SERVICE DAYS					
7. TASK NO.			THRU			VACATION LEAVE	SICK LEAVE	FOREIGN			DOMESTIC		11. TOTAL
								SS	SP	LB	SS	SP	
12. DETAILED REPORT OF SERVICES PERFORMED (AN ENTRY MUST BE MADE FOR EACH DAY OF THE MONTH).													
DATE	TYPE QTRS	TYPE ASSIGN	TYPE SERVICE	OT HRS	ACTIVITY & LOCATION		A/C TYPE & MODEL OR PROGRAM		EQUIPMENT NOMENCLATURE		HOURS		
1	Day	Sel	Sel	Sel									
2	Day	Sel	Sel	Sel									
3	Day	Sel	Sel	Sel									
4	Day	Sel	Sel	Sel									
5	Day	Sel	Sel	Sel									
6	Day	Sel	Sel	Sel									
7	Day	Sel	Sel	Sel									
8	Day	Sel	Sel	Sel									
9	Day	Sel	Sel	Sel									
10	Day	Sel	Sel	Sel									
11	Day	Sel	Sel	Sel									
12	Day	Sel	Sel	Sel									
13	Day	Sel	Sel	Sel									
14	Day	Sel	Sel	Sel									
15	Day	Sel	Sel	Sel									
16	Day	Sel	Sel	Sel									
17	Day	Sel	Sel	Sel									
18	Day	Sel	Sel	Sel									
19	Day	Sel	Sel	Sel									
20	Day	Sel	Sel	Sel									
21	Day	Sel	Sel	Sel									
22	Day	Sel	Sel	Sel									
23	Day	Sel	Sel	Sel									
24	Day	Sel	Sel	Sel									
25	Day	Sel	Sel	Sel									
26	Day	Sel	Sel	Sel									
27	Day	Sel	Sel	Sel									
28	Day	Sel	Sel	Sel									
29	Day	Sel	Sel	Sel									
30	Day	Sel	Sel	Sel									
31	Day	Sel	Sel	Sel									
13. AUTHORIZED OVERTIME (MUST BE PROVIDED FOR IN CONTRACT AND APPROVED <i>IN ADVANCE</i> BY THE NATEC DESIGNATED OFFICIAL)													
PURPOSE	HRS	TYPE ASSIGN	TYPE SERVICE	A/C TYPE & MODEL OR PROGRAM		ACTIVITY & LOCATION		EQUIPMENT NOMENCLATURE		AUTHORITY (NATEC COR)			
Sel		Sel	Sel										
14. REMARKS:													
15. INSPECTION: ABOVE SERVICES WERE RECEIVED BY THE U.S. GOVT						16. INSPECTOR'S NAME, TITLE & GRADE: (CUSTOMER RECEIVING SERVICES)							
SERVICES RECEIVED WERE: <input type="checkbox"/> SAT <input type="checkbox"/> UNSAT													
17. INSPECTOR'S SIGNATURE:						18. INSPECTOR'S ACTIVITY AND PHONE NO.							
19. TECHNICAL ASSISTANT (TA) VALIDATION:				20.* REMARKS (ATTACH EXPLANATION FOR UNSAT RATING)				21. TA NAME, TITLE & GRADE					
TASK PERFORMED WAS : <input type="checkbox"/> SAT <input type="checkbox"/> UNSAT *													
22. TA SIGNATURE:						23. TA'S ACTIVITY AND PHONE NO.							

CONTRACTOR PERFORMANCE EVALUATION SURVEY

In an effort to provide the best service possible to you, our customer, we would like your evaluation of the services provided by your contractor engineering technical representative.

Activity: _____ Location: _____

Rep Name: _____ Task #: _____

Rating Period: _____ Company Name: _____

Evaluated by: _____ Contract No: _____

Name: _____ Title: _____ Signature & Date: _____

	Quality of Service	Schedule	Cost Control	Management	Comments**
General Requirements IAW SOW Para 3.1: provide support and the required locations, follow Security classifications up to the Secret level as necessary, maintenance level supported at Organizational (O) and Intermediate (I), Depot (D), develop technical skills of military and civilian personnel, safety precautions are taken in all training and support provided, and the Contractor provides qualified, skilled, and knowledgeable					
Supported Programs, Disciplines, and System/Subsystems IAW SOW Para 3.2: provide CETS for the aviation programs, systems and equipment supported to include all disciplines on each platform as required by 3.2.3					
Technical Training IAW SOW Para 3.3: provide technical trainings, demonstrations, and briefings to Navy, Marine Corps, civilian personnel and FMS personnel					
Technical Advice/Support IAW SOW Para 3.4: provide on-site technical assistance, advice, research, analysis, and recommend changes to existing weapons systems/equipment operation and maintenance; document daily work in the CRM system; and document any deficiencies in accordance with the Naval Aviation Maintenance Discrepancy Reporting Program (NAMDRP)					
Special Requirements IAW SOW 3.5: provide employees at each assigned location who is ready for tasking to any worldwide location, hold an active account on the NATEC Web Site and maintain a current account on the ELAR Remedy server, return Common Access Cards (CAC) and other credentials to NATEC upon exiting a task, complete the Certificate of Service (COS) for each task as specified in the SOW; prepare a monthly performance and cost report, and provide a progress and status report for each SF1034 in accordance with NAVAIR Clause 5252.242-9517					

* Rating Legend: 1 – Unsatisfactory 2 – Marginal 3 – Satisfactory 4 – Very Good 5 – Excellent

** Note: Be careful with comments such as "... performs above and beyond the call of duty", which could mean performing beyond or outside the scope of the contract. Contractors are to perform within the scope of the contract. Please provide details, especially when rating is above or below satisfactory. Use separate sheet if necessary